

VACANCY ANNOUNCEMENT

Embassy of the United States of America
Freetown, Sierra Leone

VACANCY No: 64-2015

OPEN TO: All Interested Candidates/ All Sources

POSITION: Public Health Information Technology Assistant
FSN- 09 Trainee
THIS IS A TERM POSITION FOR ONE YEAR

OPENING DATE: October 13, 2015

CLOSING DATE: October 27, 2015

WORK HOURS: Full-time; 40 hours/ week

SALARY: *Ordinary Resident (OR)
(Position Grade FSN- 09)

*Not-Ordinarily Resident (NOR)
(Position Grade FP-5 Grade 1-4)

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

The United States Embassy in Freetown is seeking an individual within or outside the Mission for the position of Public Health Information Technology Assistant. The position is located in the Centers for Disease Control and Prevention (CDC) Section and reports to the Centers for Disease Control and Deputy Director.

BASIC FUNCTION OF POSITION:

The Information Technology Team Lead provides technical and administrative oversight for computer hardware, software, systems architecture, security, training, Internet connectivity at CDC-Sierra Leone. Provides technical assistance to CDC Sierra Leone implementing partners and collaborating institutions. Responsibilities include oversight of local area network (LAN) systems at CDC offices. As primary technical leader on a LAN/WAN development team, the position serves as primary point of contact for regional and CDC/Atlanta headquarters LAN/WAN administrators. Incumbent provides capacity building, implementation, and maintenance of all LAN/WAN systems and stand-alone

computer solutions at CDC and at some partner sites. Assures the acquisition and use of latest technologies and external contractors as appropriate to support the project mission. Reports directly to the Deputy Director for Operations. Also, please see appendix C below.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. THIS IS A TERM POSITION FOR ONE YEAR ONLY.

- 1. Education:** Degree in Computer, Science, Information Technology, Physical Sciences including Physics and Mathematics.
- 2. Experience:** Minimum four years progressively responsible work in Hardware installation and support from Desktop to Enterprise level, System software design, installation, performance management and support for Microsoft products, Network design, installation and support for local and wide area networks, upgrade design and planning, troubleshooting resources, on-going maintenance of IT systems, assistance in development of the customer's IT infrastructure and preventative maintenance.
- 3. English Ability:** Level IV (fluency - speaking/reading/writing English is required; this will be tested).
- 4. Other Criteria:** Comprehensive knowledge of Local Area Network design and support methodologies is required. In-depth knowledge of personal computers, peripherals and LAN hardware including server, switches, hubs, cabling, patch panels, wireless internet hardware and various other hardware required for the implementation of LAN/WAN systems is required. Good working knowledge of team management techniques to plan, organize and direct multi-disciplinary project teams and activities and overall administrative requirements, budgeting and fiscal management in support of contracts/cooperative agreements/grants/purchase requisitions is required.
- 5. Other Skills:** Ability to analyze needs, develop equipment standards and specifications and advise on equipment needed to deliver Information Systems. Ability to plan, lead and manage IT projects; Strong oral and written communication skills sufficient to provide technical leadership on group projects and/or provide advice on changes in policy/procedures; Strong inter-personal skills; Tact, diplomacy, and good customer service skills; Analytical reasoning skills sufficient to troubleshoot problems and/or to elevate necessary actions as necessary. Uses initiative, judgment and exercises discretion in dealing with professional personnel, counterparts and others in coordinating work requirements. The job holder must have strong organizational skills; capable of prioritizing and executing work assignments with limited supervision. Uses initiative, judgment and exercises discretion in dealing with professional personnel, counterparts and others in coordinating work requirements. Must be able to learn and use new software. Must possess superior technical skills to trouble-shoot, diagnose and resolve

hardware and software problems, thereby maximizing the capabilities of project computer resources.

6. **Interpersonal skills:** Strong oral and interpersonal relationships with all level of personnel across the Mission in resolving information technology issues for staff.

SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Performance Report are not eligible to apply.
4. Currently employed US Citizen EFM's who hold Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested applicants for this position must submit the following or the application will not be considered:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); available on the internet at http://freetown.usembassy.gov/job_opportunities.html OR
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); OR
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; PLUS

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above

SUBMIT APPLICATION TO:

The Human Resources Section
(Application for Public Health Information Technology Assistant, Trainee Grade-09
Embassy of the United States of America
Southridge, Hill Station
Freetown
FAX: 076/022-515-075

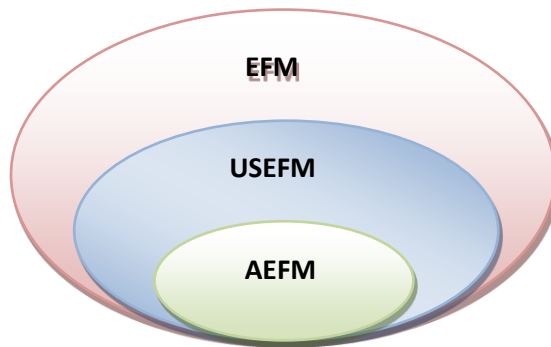
POINT OF CONTACT: 099-105-500
Human Resources Section:

CLOSING DATE FOR THIS POSITION: October 27, 2015

The U.S. Mission in Freetown, Sierra Leone provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

APPENDIX A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
 - U.S. Citizen; and,
 - EFM (see above) at least 18 years old; and,
 - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
 - Is a U.S. citizen; and
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
 - Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
 - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
 - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
 - Not an EFM; and,
 - Not on the travel orders of the sponsoring employee; and
 - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:
 - Is not a citizen of the host country; and
 - Does not ordinarily reside (OR, see below) in the host country; and
 - Is not subject to host country employment and tax laws; and
 - Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:
 - Is locally resident; and
 - Has legal, permanent resident status within the host country; and
 - Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

APPENDIX B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

APPENDIX C

COMPLETE JOB DESCRIPTION - PUBLIC HEALTH INFORMATION TECHNOLOGIST

The position is responsible for the day-to-day operations, installation, upgrade, maintenance, system security, diagnostics, and trouble-shooting of the CDC Information and Communication technology (ICT) infrastructure at both the CDC headquarters in Freetown and its remote district offices. The incumbent also serves as the initial user point of contact for troubleshooting and resolving hardware, software, peripheral equipment, and network problems. Installation and management of computers, desktops and laptops, operating systems and software environment.

Management of users' e-mail, printer, database, and content management system accounts. Creation and maintenance of new user accounts, and coordinates computer and phone services, using organization PABx, for new employees. Resolution of basic local area network and wide area network problems. Installation, Configuration, management, and troubleshooting of hardware (e.g., printers, scanners, digital senders, hand-held devices) and cabling, and testing equipment and software on network. Keeps abreast of new technology, new applications and systems software and recommends to supervisor both hardware and software which will help to meet the computing objectives of CDC.

CDC-Sierra Leone LAN/WAN Administration- 30%

Responsible for future direction and capacity building on current Windows 2003 server domain controllers, member servers, SQL server, Microsoft Exchange email server, and all client computers. Is ultimately responsible for the performance and stability of the CDC Sierra Leone LAN/WAN. Insures all hardware and software integrity through development, identification and use of strict licensing compliance, security, and systems architecture guidelines and documentation. As primary custodian of network security, responsible for the secure use and administration of all system and client passwords and individual and group information access rights. Ultimately responsible for system integrity including designing backup and virus/intrusion protection procedures and monitoring their successful routine completion. Responsible for documentation of all policies and standards regarding designs and implementations, and assures their proper electronic storage and back-up. Responsible for maximizing potential of network systems. Collaborates with other regional CDC LAN/WAN administrators and CDC/Atlanta network engineers and contractors to insure efficiency in design and support and adherence to CDC agency LAN/WAN standards. Act as primary contact to CDC/Atlanta for LAN/WAN implementation and support questions for all project sites. CDC Exchange server duties supervised include global address list synchronization, adherence to CDC configuration and security standards, update administration, storage capacity planning and back-up. Internet duties for oversight include installation and maintenance of VSAT satellite communications dish, monitoring of

bandwidth availability and use, minimizing disruptions in communication of geographically displaced personnel, maintenance of CISCO connectivity hardware (Routers and Firewalls) and ensuring that the leased lines are up and running steadily.

Contract Administration and Management Advisory Services - 15 %

Is the Activity Manager for contracts related to the LAN/WAN. Develops statements of work (SOWs) for LAN/WAN implementation contracts at CDC and partner sites, and works with contractors and COR to review performance and ensure that contractors adhere to the stipulations in the contract. Is the Activity Manager for contracts related to the LAN/WAN. Develops statements of work (SOWs) for LAN/WAN implementation contracts at CDC and partner sites, and works with contractors and COR to review performance and ensure that contractors adhere to the stipulations in the contract. Makes recommendations to the COR.

Software Updates - 10 %

Scheduling and monitoring of regular updates of computer virus scanning software definition data files. Advises users about "virus" problems, prevention and removal and re-images all compromised computers on the network.

Inventory Maintenance - 10 %

Assists in maintaining the inventory on computer hardware and software at all CDC computer locations including information on serial numbers, bar codes, locations, configurations, network configuration and map, software documentation, users and groups, directories and files. Maintain and develop library of computer reference books, manuals and training materials, supplies and spare parts inventory and tracking, usage records ensuring software licenses are adhered to and activities log for system errors.

Other Duties As Assigned - 5%

****Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**